

Resume

OVERVIEW

- 10 years of computing industry experience - 4 yrs development, 6 yrs consulting
- Held a wide variety of positions such as **developer, technical trainer, training developer, technical pre-sales engineer, technical consultant, channel partner consultant, manager**
- Extremely energetic and enthusiastic and thrive in a fast-paced, dynamic environment
- Appetite for learning new technologies, business, and verticals
- Love team environments where there is a lot of interaction with co-workers, prospects, and clients alike

DESIRED POSITION

Senior Sales Engineer with a pre-sales focus in a hi-tech product or services company. Responsibilities would include:

- Enabling the sales force and channel partners to sell more effectively by developing and delivering sales training curriculums
- Enabling clients to implement technology more effectively by developing and delivering technical training curriculums
- Helping the sales force prospect clients and close deals by developing proposed solutions and helping them overcome technical objections

EXPERIENCE

<i>INFOtech Research</i>	
Location	El Cerrito, CA
Dates	Sep 03 - Present
Department	Client Services
Business Description	INFOtech Research is a marketing research firm committed to providing comprehensive quantitative research for major drug, biomedical, market research and financial companies.
<i>Summary</i>	
Positions held	Director of Client Services
Major Accomplishments	Developed the Client Services group which currently consists of 2 survey developers and 2 account managers. Developed several workflows and methodologies to help streamline survey development. Captured and documented all business processes within the company and developed a full Operations Manual to be used in scaling the operations side of the business. Successfully developed, launched, and sold a new service which gathers information for institutional investors.

Summary	Joined INFOtech to help develop surveys, document business processes, analyze workflows, and ultimately build a client services group. Accomplished this by learning all of the operational and business processes by working with clients, developing and running surveys. Documented all of the processes, developed workflows and a “best practices”, then created a comprehensive operations manual. Then developed and implemented a hiring methodology which used INFOtech’s online survey resources to screen candidates. Hired and trained survey developers and account managers. Developed and sold a service that allows institutional investors and analysts to gather information on the pharmaceutical industry.
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Akamai Technologies, Inc.

Location	Cambridge, MA – San Mateo, CA – San Diego, CA
Dates	July 99 - Oct 2002
Department	Service Delivery (under the sales org)
Business Description	Akamai is a service provider that delivers dynamic content and applications on the Web via its content delivery network (CDN) and distributed application platform.

Summary

Positions held	Sr. Integration Consultant (post-sales), Sales Engineer (pre-sales), Technical Project Manager, Sr. Channel Partner Consultant, Training Developer, Director of Service Delivery
Major Accomplishments	Co-developed the Integration Services Group which eventually grew to 30, interviewed and help hire dozens of employees ranging from admins to VP’s, started and built a technical consulting group whose responsibility was to nurture, educate, and ensure channel partner’s success, helped start and build Akamai’s first satellite office in CA, helped integrate a company that Akamai purchased by moving there for 6 months and working side-by-side with managers and employees
Technical summary	Designed, coded, and debugged dynamic web applications on various platforms including Akamai’s distributed network (EdgeSuite), Cold Fusion, ASP, familiar with Web serving architectures like Vignette, Dynamo, Web Logic, Interwoven, coded using C, developed databases using SQL Server and Oracle 8i, Web server administrator, very familiar with DNS and HTTP and their workings
Business summary	Developed many business and technical processes such as templates to capture customer’s architecture, delivery methodologies, project management templates, technical white papers explaining Akamai’s technologies, service delivery templates, hiring methodologies, internal group structures and interactions

Fair Isaac, Inc.

Location	San Rafael, CA
Dates	Feb 98 - May 99
Department	Tools and Infrastructure
Business Description	Fair Isaac is a software and service provider that provides preeminent credit

analytic services and software to businesses and lenders

Summary

Positions held	Web Developer, Senior Systems Analyst
Major Accomplishments	Created a small group of programmers that acted as a service group to internal business units by designing and developing productivity tools such as information sharing applications
Technical summary	Built several Web applications using Cold Fusion, built and administered an Oracle database, designed and implemented a star schema database and OLAP system, built and configured a redundant rack of Compaq Proliant servers with a Raid 5 disk array
Business summary	Developed several Web applications which externalized data to clients that were previously accessible only via legacy systems, built internal productivity tools by identifying needs with in various business units, soliciting business requirements, and building the systems

Accenture

Location	Boston, MA
Dates	Apr 95 – Sep 97
Department	Technology Competency
Business Description	Formerly Andersen Consulting, Accenture is one of the world's leading management and technology consulting services company
Positions held	Consultant, Senor Consultant
Summary	Worked onsite with clients for as much as a year developing and installing enterprise systems, involved in the full post-sales cycle of Accenture's delivery methodology including business analysis, requirements gathering, systems design, development, and testing

Dun & Bradstreet Software

Location	Framingham, MA
Dates	Mar 93 – Apr 95
Department	Tools Development
Business Description	Premiere maker of enterprise financial accounting software
Positions held	Software Engineer
Summary	Member of a large development team which ported several D&B financial applications from VMS/VAX to various UNIX platforms, designed and developed a data transfer utility using Microsoft's SDK/Win16 API that moved data from Mainframes to PCs, hired and managed contractors to help development efforts.

Raytheon Co.

Location	Sudbury, MA
Dates	May 90 thru Sep 92
Department	Finance and Configuration Management
Business Description	Premiere defense contractor specializing in radar and navigation systems
Positions held	Financial Accountant , Business Analyst
Summary	Financial accountant working in the finance group, moved on to configuration management where I helped develop new business processes and streamline existing ones

Education

BA - UMass, Amherst	B.A. Feb 1990 – Major: Economics, Minor: Business Administration
BS - UMass, Lowell	Graduate program in Computer Science
Harvard University, Extension Program	Finance and Accounting